AARP Utah

HIGH-SPEED INTERNET: VIEWS OF UTAH VOTERS AGES 50+

December 2021

  DOI: https://doi.org/10.26419/res.00492.001

Table of contents

Introduction and objectives

Introduction

High-speed internet (often referred to as “broadband”) offers access to an ever-expanding range of online information and resources that can improve quality of life for people of all ages and help older adults live independently. The technology, faster and more reliable than antiquated dial-up service, has the potential to reduce the risk of social isolation by facilitating social connections, provide access to important supportive services (including telehealth) that may not be locally available, promote learning by offering access to unlimited information, and help local businesses grow by serving customers outside their geographical area.

However, access to high-speed internet is not uniform throughout the state of Utah.

Objectives

This survey of registered voters age 50+ in Utah was conducted from August 16, 2021 to August 30, 2021 in order to:

- Assess experiences and challenges of 50+ voters in Utah with respect to internet usage.
- Gauge their support for potential methods of expanding access to high-speed internet in Utah.

Key findings

Nine in 10 (92%) Utah voters ages 50+ use the internet. Among internet users, nearly all (98%) use it at home.

Experiences with the internet are not uniform throughout the state of Utah though, with rural areas facing more challenges.

- Overall, nearly four in 10 (38%) Utah voters say that **access to high-speed internet is a problem in their local community**, with it being more of a problem for rural voters (45%) than nonrural voters (37%).
- The **types of home internet connections** reported by rural internet users contrast sharply with the types of connections reported by nonrural users. While 61% of nonrural home internet users have a cable or fiber optic internet connection, just 38% of rural home internet users claim the same. Rural home internet users are more likely than nonrural users to rely on satellite (15% of rural vs. 4% of nonrural), fixed wireless (9% vs. 5%), or to say that cellular service is their only method of accessing the internet at home (7% vs. 3%).
- Overall, close to eight in 10 (79%) home internet users say that they **do not have a fiber optic home internet connection**, which is generally the fastest type of internet service. When asked to indicate their "major" reasons for not having fiber, almost half (47%) cite **lack of availability**. **Rural internet users without fiber at home are more likely than their nonrural counterparts to cite lack of availability** (67% vs. 43%, respectively).
- Home internet users living in rural areas (45%) are also more likely than those who live in nonrural areas (36%) to say that bad weather causes problems with their internet service, which may be a reflection of rural users' greater reliance on connection types that can be susceptible to weather-related interference such as satellite and fixed wireless.

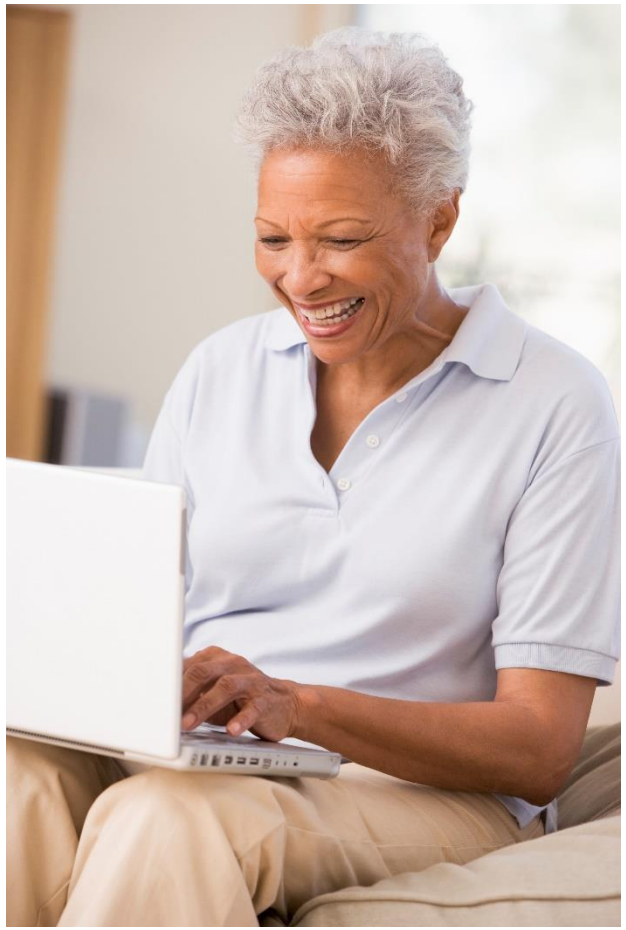
Key findings (cont.)

Many express concerns related to the cost of internet service.

- Nearly seven in 10 (68%) home internet users say that home internet service is expensive. Of those who don't have home internet, three in 10 (30%) cite cost as a major reason.

Utah home internet users have used the internet in a variety of ways during the pandemic including making purchases, paying bills, and staying entertained and connected to others.

- The majority of home internet users have made online purchases (81%), paid bills online (73%), streamed TV shows or movies (70%), used social media (69%), video chatted with friends or family (65%), and attended a live virtual event (63%).
- In addition, nearly eight in 10 (78%) have used the internet for at least one of the following health-related reasons: to get health or fitness information (56%), to schedule a healthcare appointment or order prescriptions (55%), or to attend an online healthcare appointment (45%).
- Four in 10 have used the internet to work remotely (41%).



Key findings (cont.)

When it comes to how the state legislature and governor should spend funding allocated to improving experiences with high-speed internet, **more than eight in 10 voters say that building out infrastructure in rural and underserved areas, increasing affordability for people with low incomes, and ensuring that all Utahns have free access at public places should be a priority (high or medium).**

- In fact, the majority of voters say that building out infrastructure in rural and underserved areas (58%), increasing affordability for people with low incomes (57%), and ensuring that all Utahns have free access at public places (53%) should be a *high* priority. Close to four in 10 (38%) say that increasing digital literacy should be a *high* priority.
- When forced to choose which of these should be the *highest* priority, voters are most likely to select building out infrastructure in rural and underserved areas (33%) as well as increasing affordability for those with low incomes (31%).

The majority (57%) of Utah voters 50+ say that they would be more likely to vote for a candidate for public office who had helped make affordable high-speed internet available to all Utahns regardless of where they live.

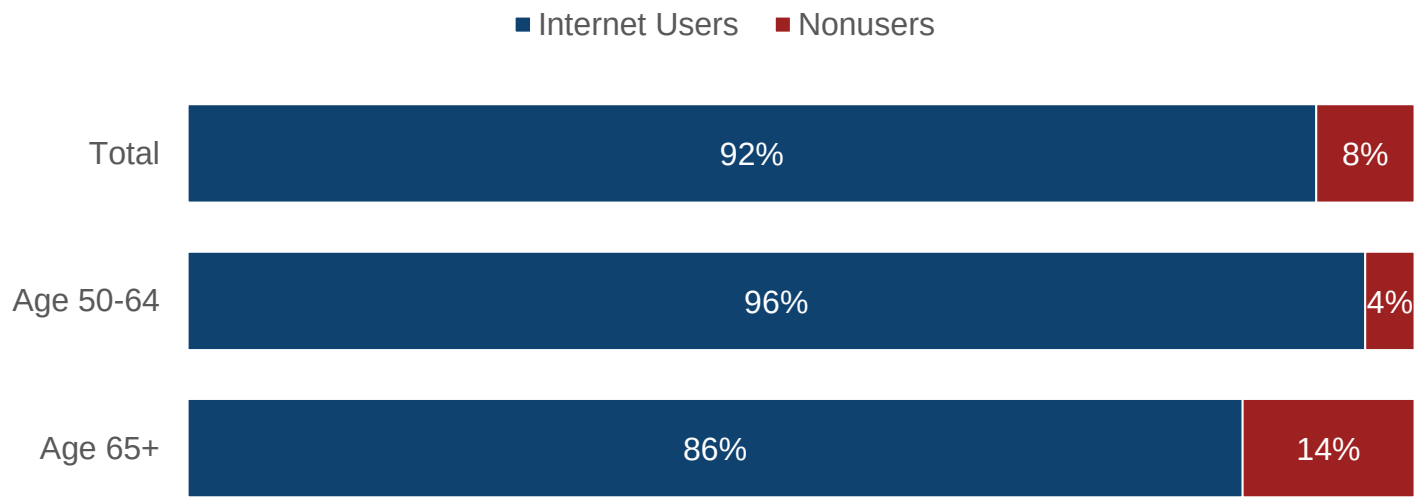
INTERNET USE

Approximately nine out of 10 registered Utah voters ages 50+ use the internet.

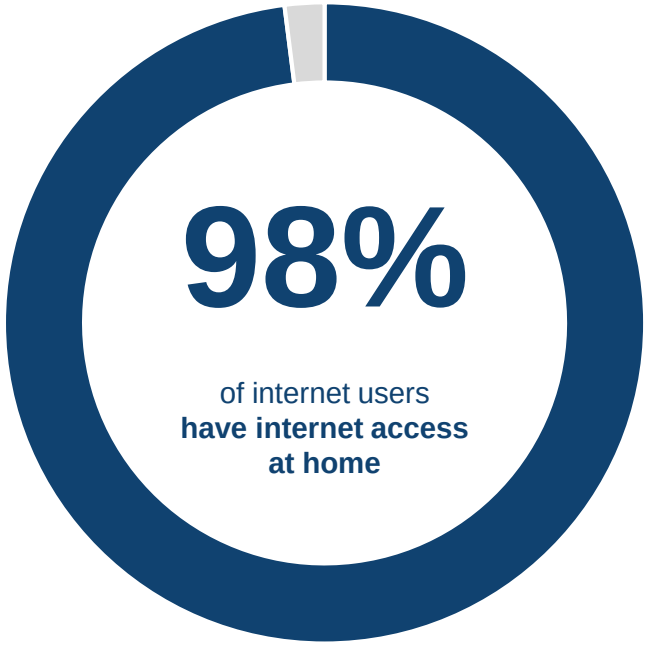
Although internet usage is common regardless of age, it is more prevalent among voters ages 50–64 (96%) than those ages 65+ (86%). Among internet users, nearly all (98%) have access at home.

Internet usage among registered voters ages 50+

Among all respondents



*Bar chart displays calculations from Q2. "Which of the following items or devices do you use to connect to the internet?", and Q3. "How often do you use the internet? This includes using email or accessing the Internet through any of the devices that we just discussed.", and Q3i. "Earlier you indicated that you use **[insert devices recorded in Q2]** to connect to the Internet. Is that correct?" Respondents were classified as "internet users" if they selected at least one device in Q2 and confirmed in Q3 that they use the internet. All other respondents were classified as "nonusers." Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+.*

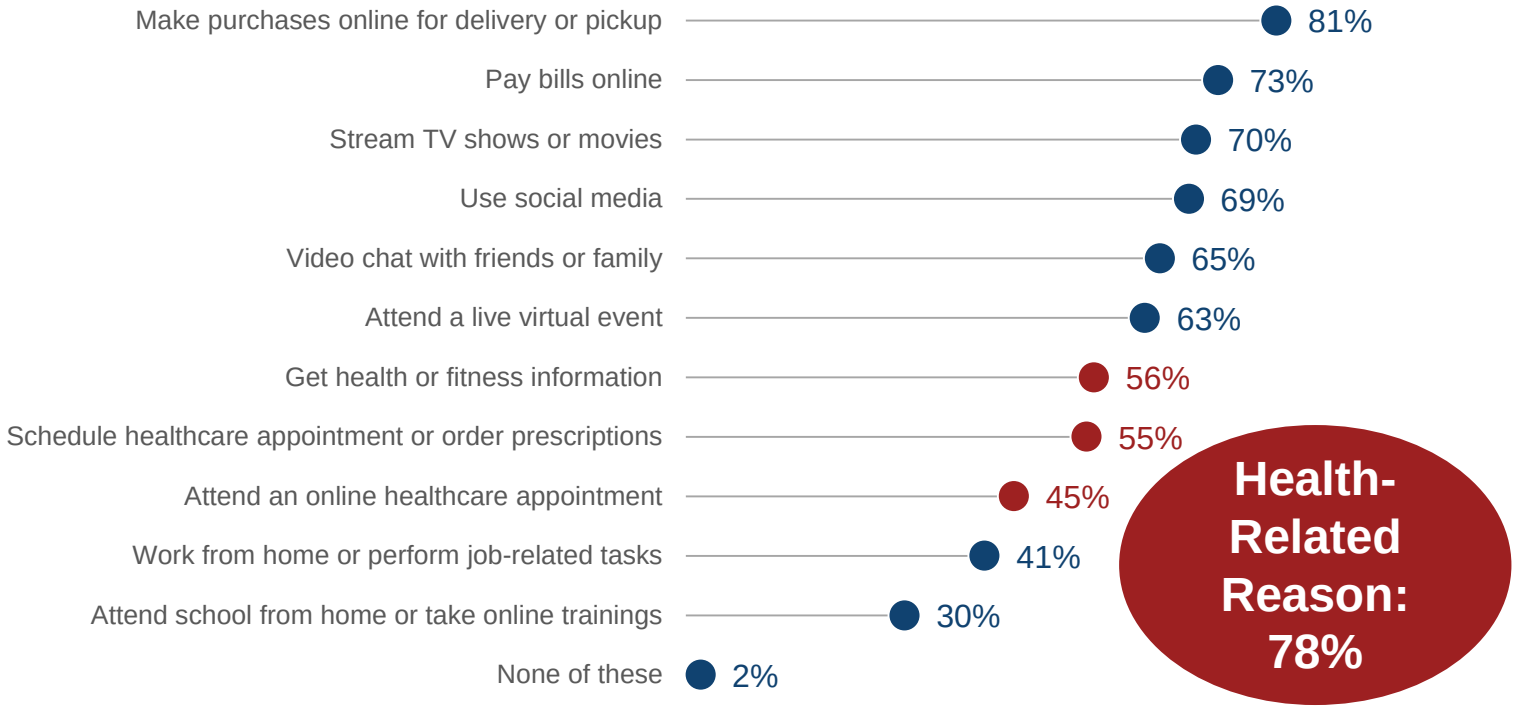


Pie chart displays responses from Q3a "Do you currently have access to the internet at home?" Base: Internet users. Unweighted n: 1281.

Home internet users in Utah have used the internet for a variety of needs during the pandemic, including making purchases, paying bills, for entertainment, and staying connected to others.

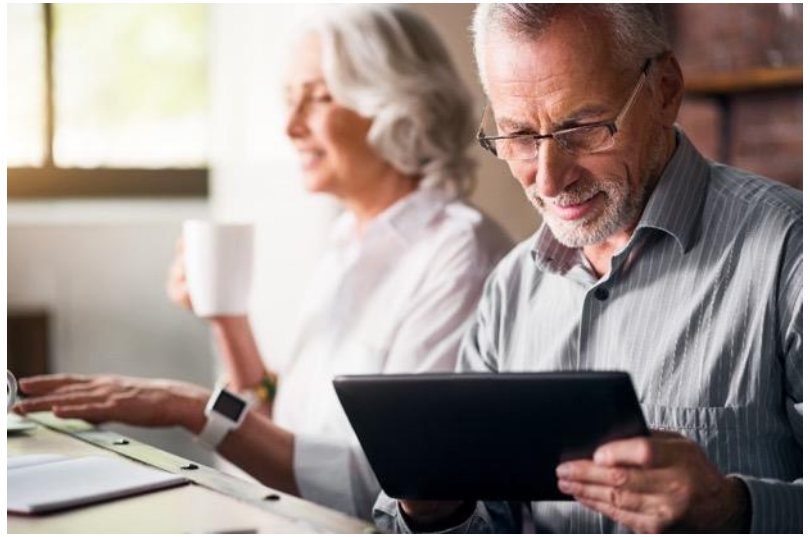
Home internet use since the COVID-19 pandemic started

Among internet users with home access



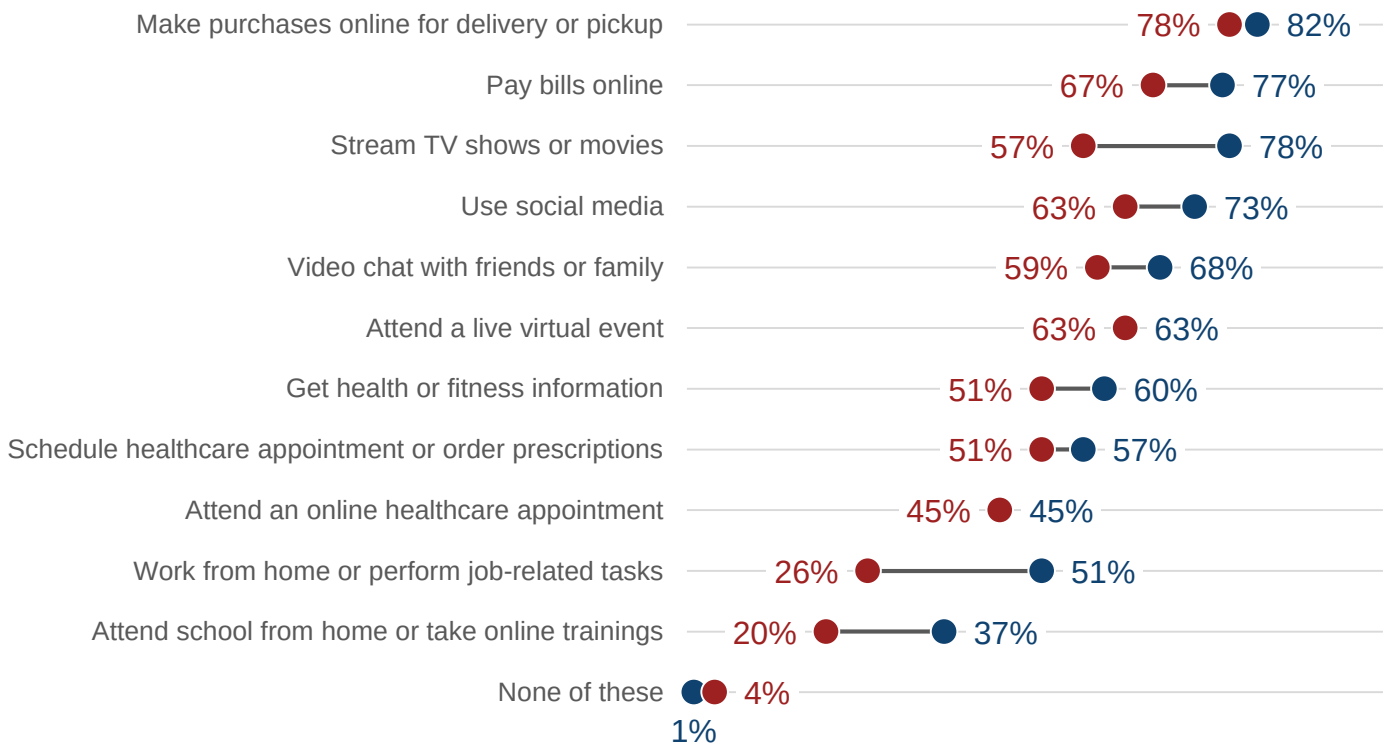
Q6b. Since the Coronavirus pandemic started, have you yourself used your internet at home to …?
Base: Internet users with home access. Unweighted n: 1258.

Making online purchases (81%) is the most common use of the internet at home during the pandemic. Many have also used it to pay bills, stream entertainment, video chat, and attend a live virtual event. In addition, 78% have used it for health-related reasons such as to get health information, schedule a healthcare appointment or order prescriptions, or attend an appointment.



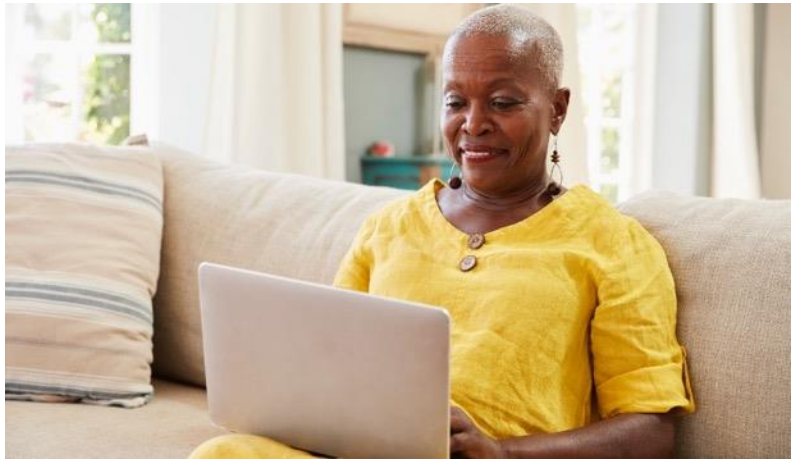
Making purchases online and paying bills online are among the most common uses of the internet, regardless of age.

Home internet use since the COVID-19 pandemic started
*Among internet users with home access, **ages 50-64** and **ages 65+***



Q6b. Since the Coronavirus pandemic started, have you yourself used your internet at home to …?
Base: Internet users with home access. Unweighted ns: 761 ages 50-64, 497 ages 65+.

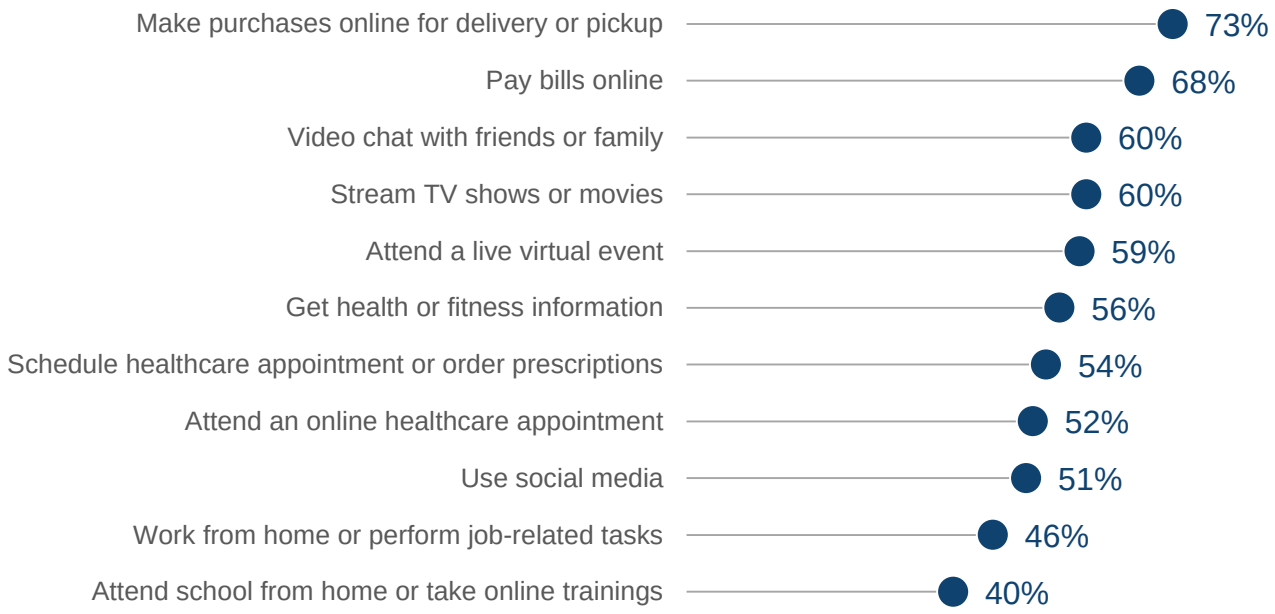
Those ages 50–64 are more likely than those ages 65+ to have used the internet for many reasons during the pandemic, including streaming shows, social media, paying bills, video chatting, working remotely, getting health information, working from home, and attending school. That said, the majority of home internet users ages 65+ have engaged in most of the online activities examined.



Roughly seven in 10 Utah voters ages 50+ say that it is important to have the ability to use the internet from home for online purchases and online bill payment.

Importance of being able to do the following at home using the internet

Among internet users with home access



Q6C. [If you had access to the internet at home, how important would it be to you/How important is it to you] to be able to do each of the following things from home using the internet? Base: All respondents. Unweighted ns: 1388 total.

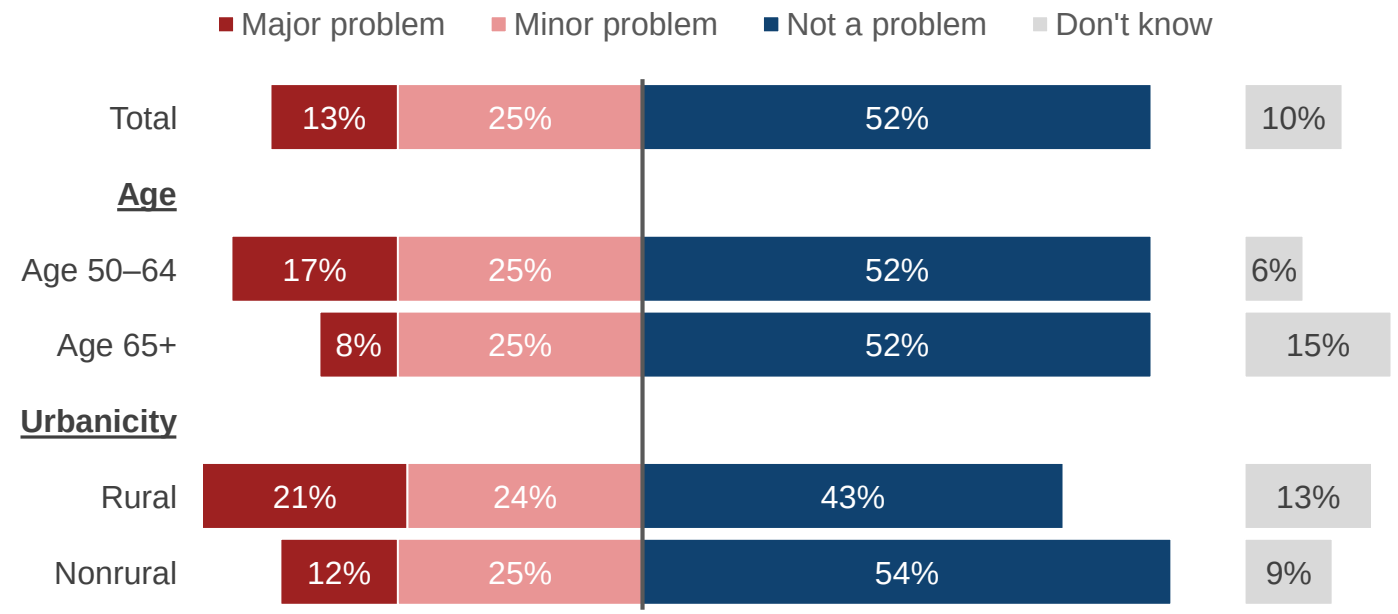
The majority of voters also consider it important to be able to use home internet for various social and health-related reasons. Voters ages 50–64 are especially likely to consider each of these online activities as important.

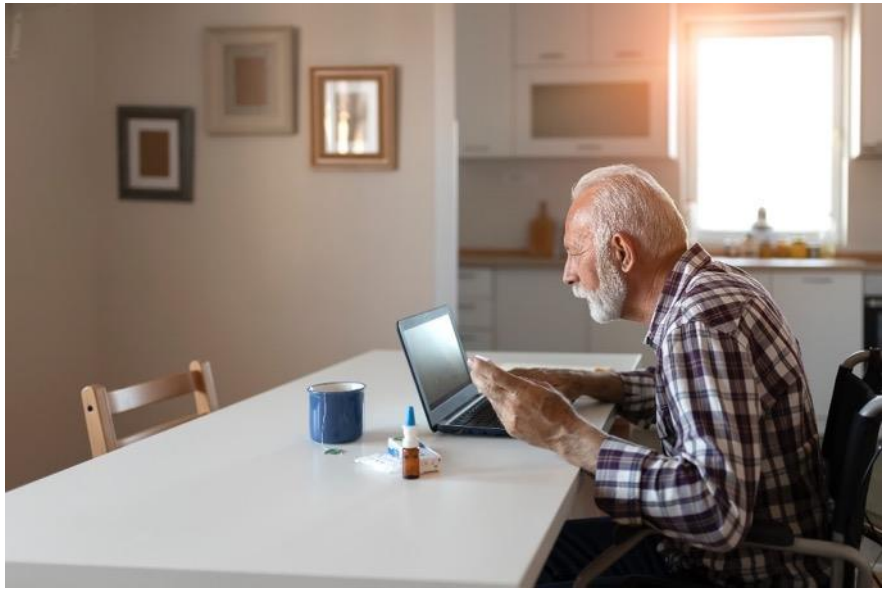
BARRIERS TO HOME INTERNET USE

Nearly four in 10 (38%) Utah voters ages 50+ say access to high-speed internet is a problem in their local community.

Access to high-speed internet is more of a problem in rural communities (45%) than it is in nonrural communities (37%). In fact, one in five (21%) rural voters say that it is a “major” problem in their community.

Access to high-speed internet is a problem in the local community
Among all respondents, by age and urbanicity





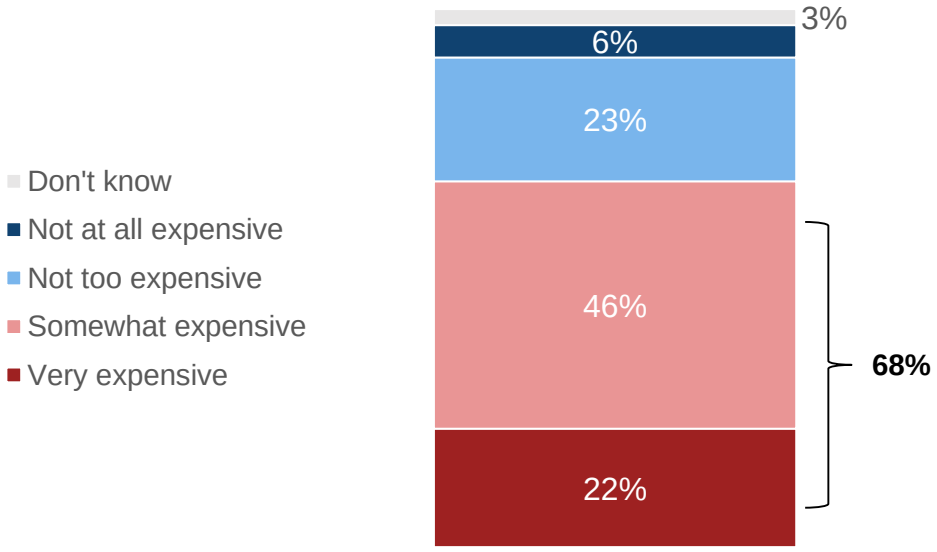
Q9. How much, if at all, is access to high-speed internet a problem in your local community? Is it a...?

Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

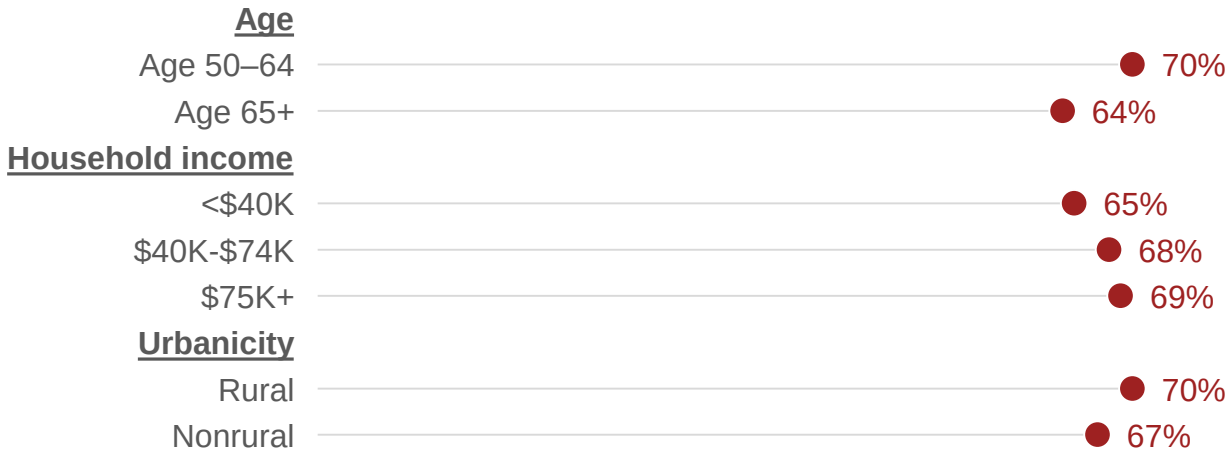
More than two in three (68%) home internet users say that home internet service is expensive.

The share who view internet service as expensive is fairly consistent regardless of household income, urbanicity, and age. However, those ages 50–64 (70%) are more likely than those ages 65+ (64%) to hold this view.

View of monthly internet cost
Among internet users with home access



Percent viewing monthly internet as very or somewhat expensive
By age, household income, and urbanicity

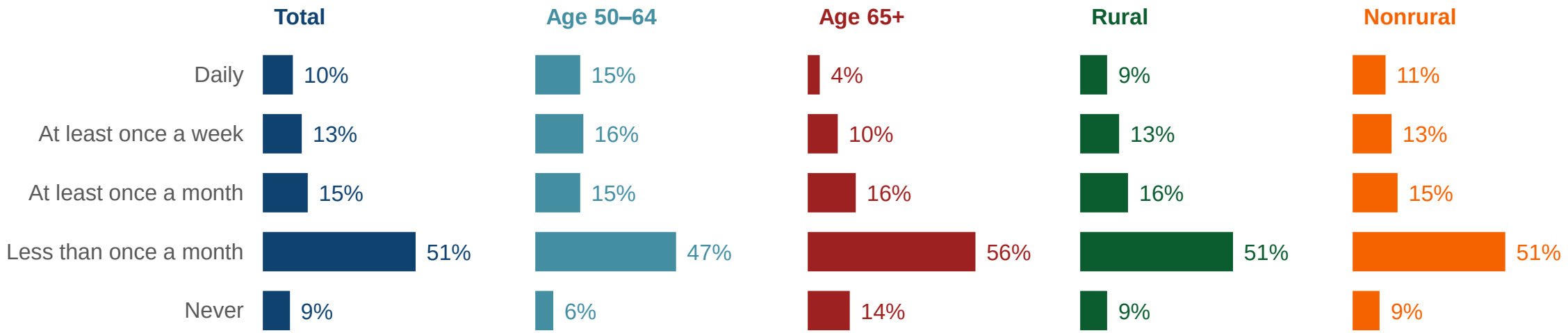


Q5B. Thinking about the amount that you pay each month to have internet service at home, would you describe this monthly cost as...?
Base: Internet users with home access. Unweighted ns: 1258 total, 761 ages 50-64, 497 ages 65+, 429 rural, 821 nonrural, 188 <$40K, 391 $40-$74K, 551 $75K or more.

Roughly four in 10 (39%) home internet users say that they have problems with home internet at least once a month.

Home internet users ages 50–64 are more likely than users ages 65+ to say that they experience problems monthly (45% of those ages 50–64 vs. 29% of those ages 65+), which may reflect heavier usage by those ages 50–64. Reported frequency of problems with home internet service does not vary by urbanicity.

Frequency of problems with home internet
Among internet users with home access



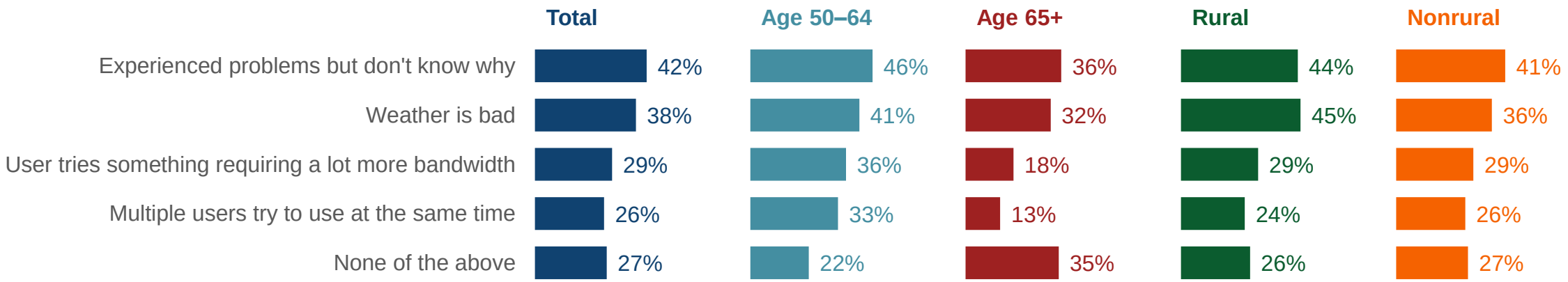
Q5C. How often, if ever, do you experience problems with your home internet service?
Base: Internet users with home access. Unweighted ns: 1258 total, 761 ages 50-64, 497 ages 65+, 429 rural, and 821 nonrural.

Over the past 12 months, home internet users have experienced a variety of problems with their internet service, with problems of unknown origin mentioned most, followed by problems caused by bad weather.

Rural users (45%) are more likely than nonrural users (36%) to have internet problems due to bad weather. Each type of problem is more common among users ages 50–64 than those ages 65+. For example, users ages 50–64 (33%) are more than twice as likely as users ages 65+ (13%) to have experienced problems when multiple users try to access the internet at the same time.

Problems experienced with home internet*

Among internet users with home access



Q5D. In the past 12 months, has your household experienced problems with your Internet when any of the following happen? (Multiple responses accepted.) Base: Internet users with home access. Unweighted ns: 1258 total, 761 ages 50-64, 497 ages 65+, 429 rural, and 821 nonrural.

*In addition to the responses above that represent the percent who selected pre-existing response options, approximately 2% of respondents wrote in other types of problems,

Cable is the most common type of home internet connection, cited by 36% of home internet users.

One in five (21%) report having fiber optic, while 16% report having DSL.

Main type of home internet connection
Among home internet users

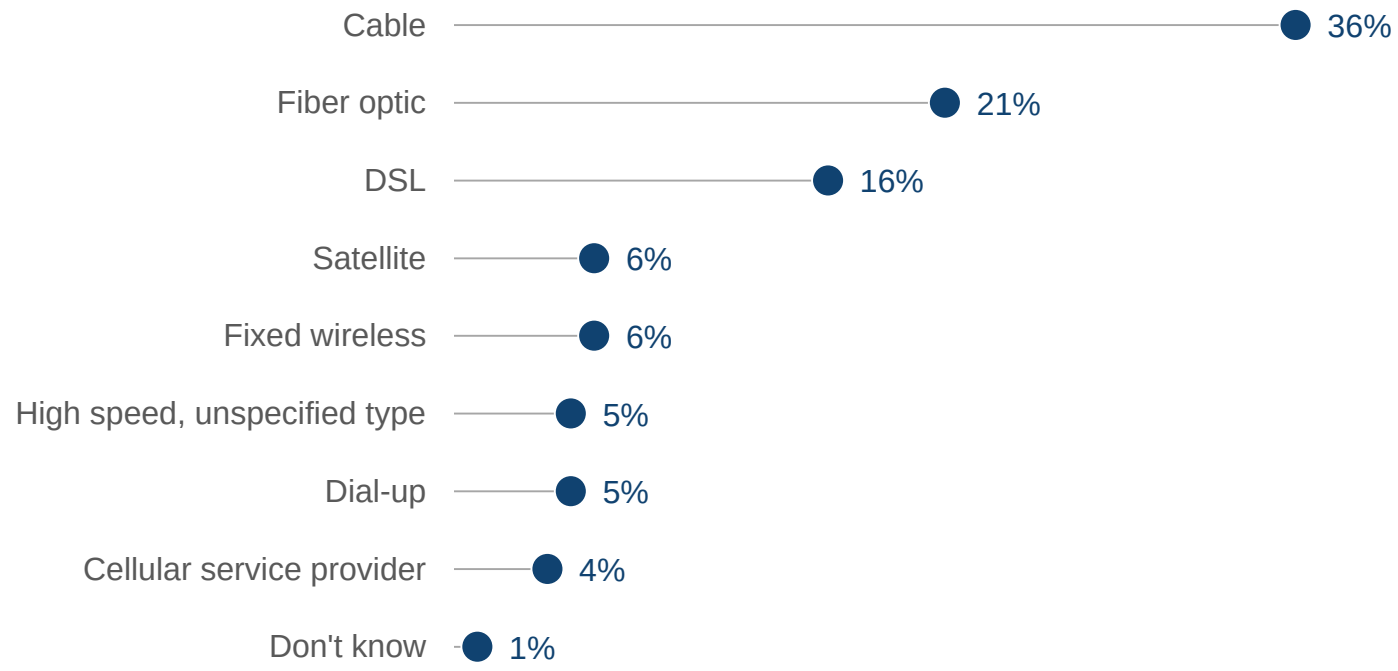


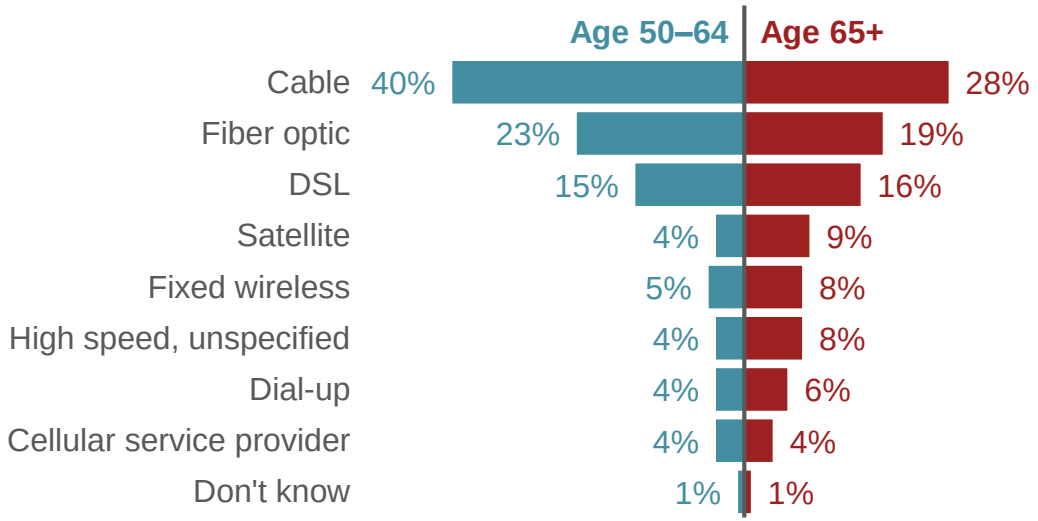
Chart combines responses to Q5 and Q5a. Q5. What type of internet service do you have at home? (for those who selected more than one type:) Which is the main type? Q5a.(for those who replied "don't know" to Q5): As far as you know, do you have dial-up internet service or do you have high-speed internet service?

Base: Home internet users. Unweighted n: 1258

Cable is the most common type of internet service in nonrural areas of Utah (40%) but is relatively rare in rural areas (14%).

Rural home internet users are more likely than nonrural users to have satellite, fixed wireless, or to rely only on their cellular provider for internet. Compared to users ages 50–64, those ages 65+ are less likely to have cable and more likely to have a satellite or fixed wireless connection for their internet service.

Main type of internet connection at home
Among home internet users, by age



Main type of internet connection at home
Among home internet users, by urbanicity

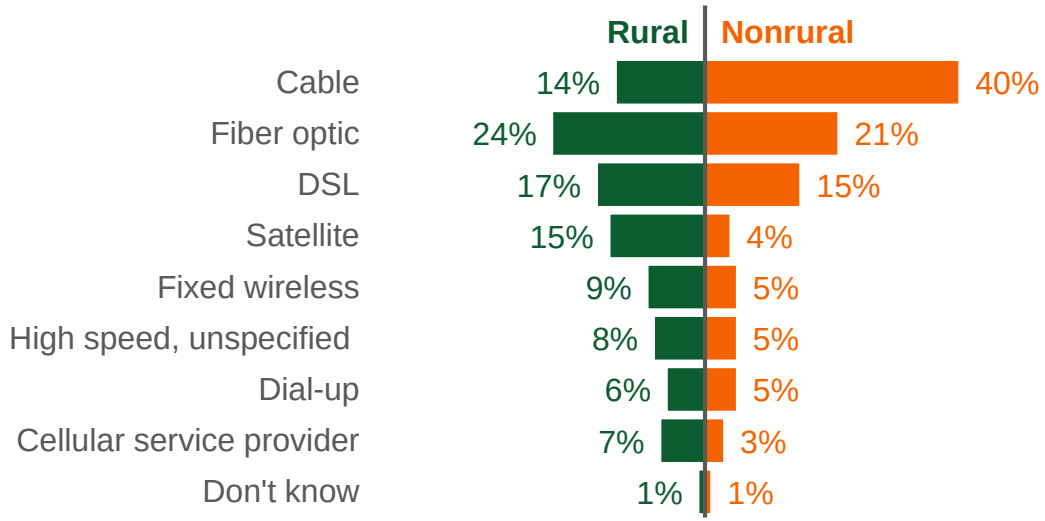


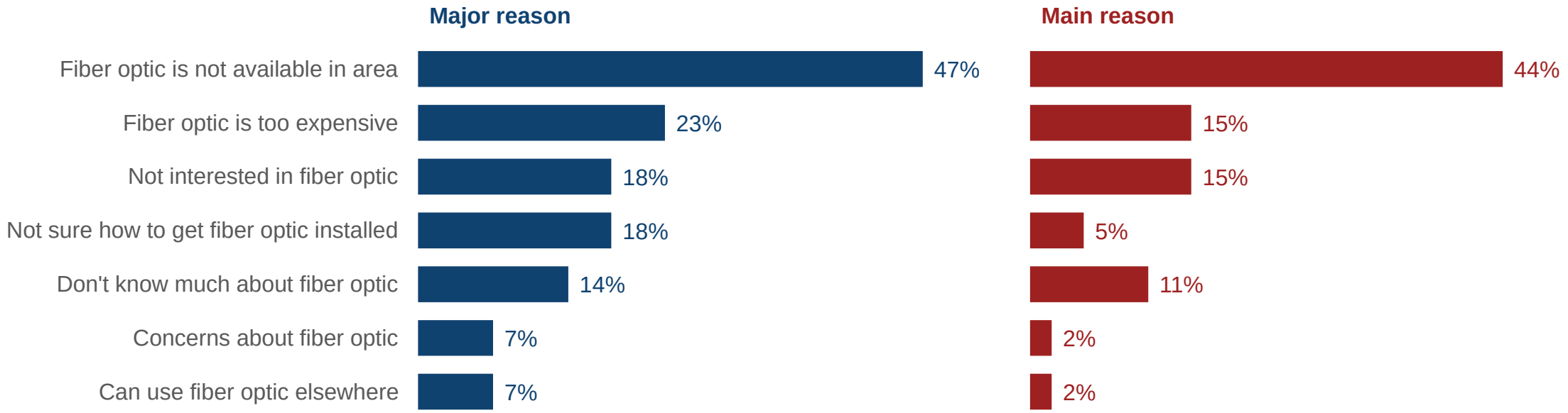
Chart displays combined responses to Q5 and Q5a: Q5. What type of Internet connection do you have at home? (multiple responses accepted). (for those selected more than one type) Which is the main type? Q5a. (for those who replied "don't know" to Q5): As far as you know, do you have dial-up Internet service, or do you have high-speed Internet service? Base: Home Internet users. Unweighted ns: 761 ages 50-64, 497 ages 65+; 429 rural, 821 nonrural.

Lack of availability is the most common reason for not having fiber optic.

Approximately eight in 10 (79%) Utah home internet users do not a have fiber optic internet connection. When asked their reasons for not having fiber, 47% cite lack of availability as a “major” reason, while roughly one in four cite cost as a “major” reason. When respondents were forced to name just one “main” reason, lack of availability (44%) was by far the most common response.

Reasons for not having fiber optic at home

Among respondents who do not have fiber optic at home (n=932)



5g. Please indicate whether each of the following is a major reason, a minor reason, or not a reason at all why you don’t have a Fiber Optic internet connection at home.

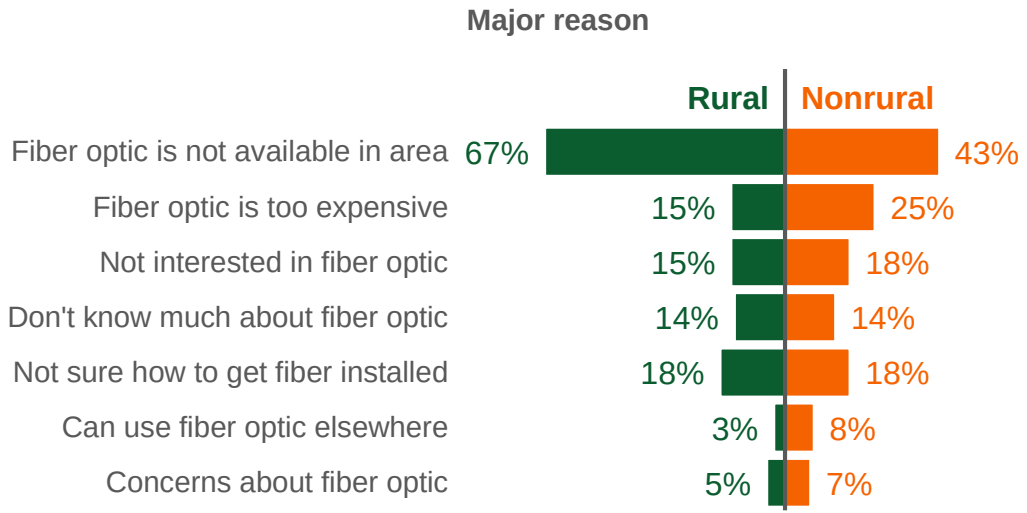
5h. What is the main reason that you don't have a Fiber Optic internet connection at home? (Select one.)

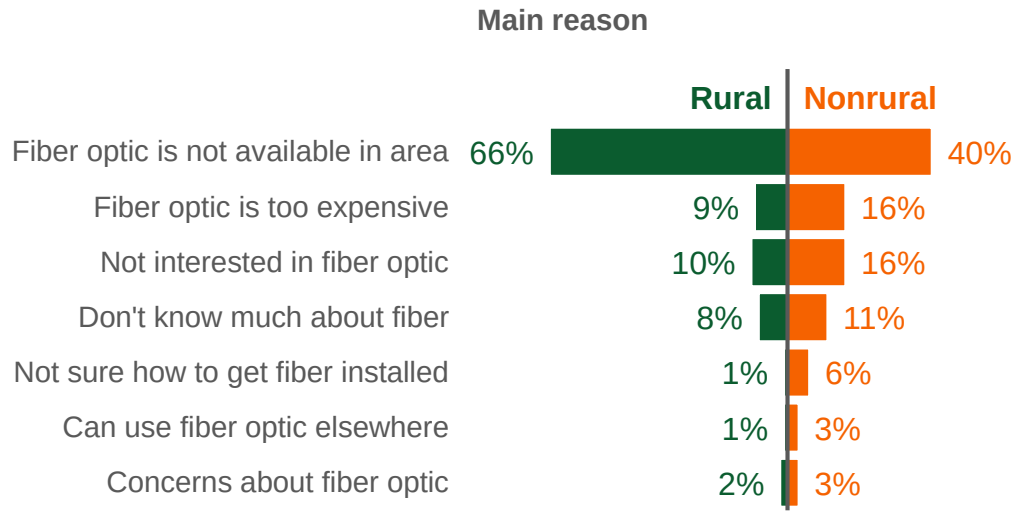
Rural internet users are considerably more likely than nonrural users to cite lack of availability as their reason for not having fiber optic.

Among rural home internet users who don't have fiber optic at home, 66% cite "fiber optic not available in my area" as their one "main" reason for not having it. Among those in nonrural areas who don't have fiber at home, lack of availability (40%) remains the most common "main" reason for not having it, followed by cost (16%), lack of interest (16%), and not knowing much about it (11%).

Reasons for not having fiber optic at home

Among home internet users who do not have fiber optic at home (n=298 rural, n=629 nonrural)





5g. *Please indicate whether each of the following is a major reason, a minor reason, or not a reason at all why you don't have a Fiber Optic internet connection at home.*

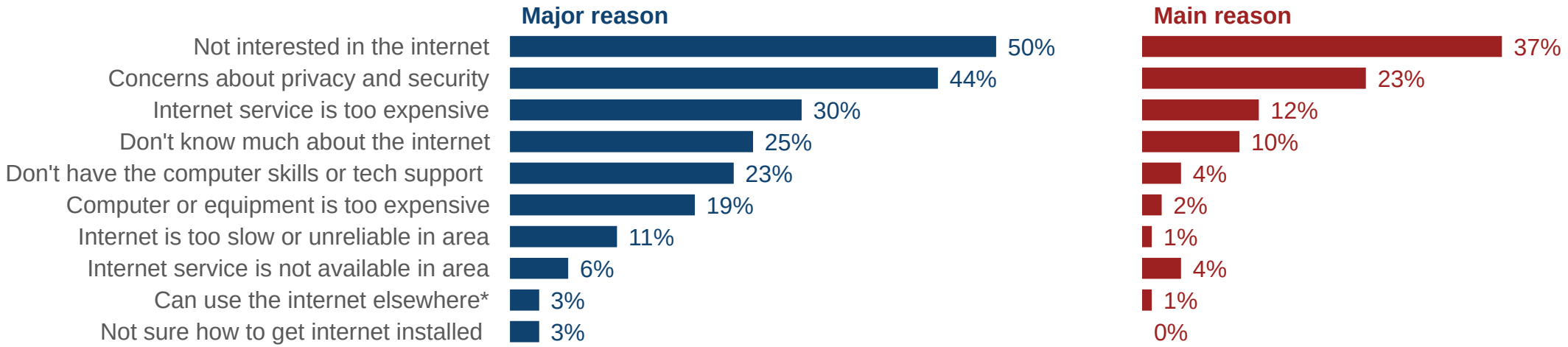
5h. *What is the main reason that you don't have a Fiber Optic internet connection at home? (Select one.)*

Those who do not have internet at home cite lack of interest, privacy concerns, and cost as the biggest barriers.

Roughly one in 10 (9%) Utah voters ages 50+ say that they don't have internet at home. When these respondents indicate their one "main" reason for not having internet at home, lack of interest (37%) is the most common response, followed by privacy concerns (23%), cost (12%), and lack of familiarity with the internet (10%).

Reasons for not having internet at home

Among respondents who do not use the internet or do not have internet at home (n=128)



*5e. Please indicate whether each of the following is a major reason, a minor reason, or not a reason at all why you [if user without home access: "don't have Internet at home" / if nonuser: "don't use the Internet."] *"Can use the internet elsewhere" was not asked of non-users, but the percentages shown here have been recalculated to include non-users in the denominator so that the base is the same for all percentages in this chart.*

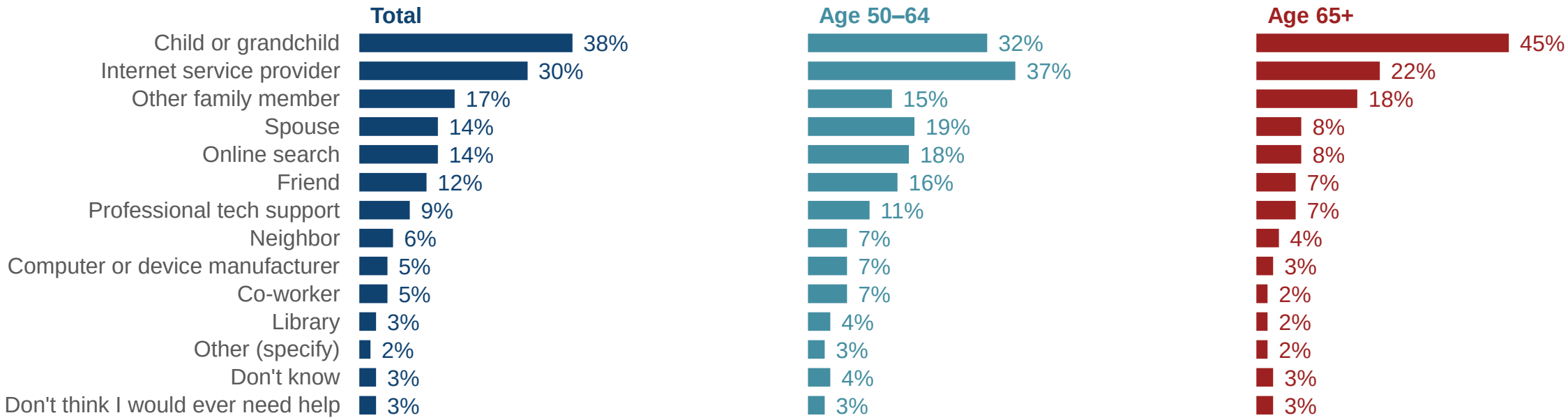
5f. Which of the following is the main reason that you don't have Internet at home?

Note: Results for rural and nonrural respondents are not shown separately due to the relatively small number of respondents who qualified for the questions shown on this page.

Adults ages 50+ are likely to seek help from a child or grandchild when they have questions related to technology (devices, apps, internet access).

Internet providers are also high on the list of resources likely to be consulted, particularly among those ages 50–64 (37%). Those ages 65+ clearly favor getting help from a child or grandchild (45%) over most other options.

Where you would seek help with using the internet
Among all respondents, by age



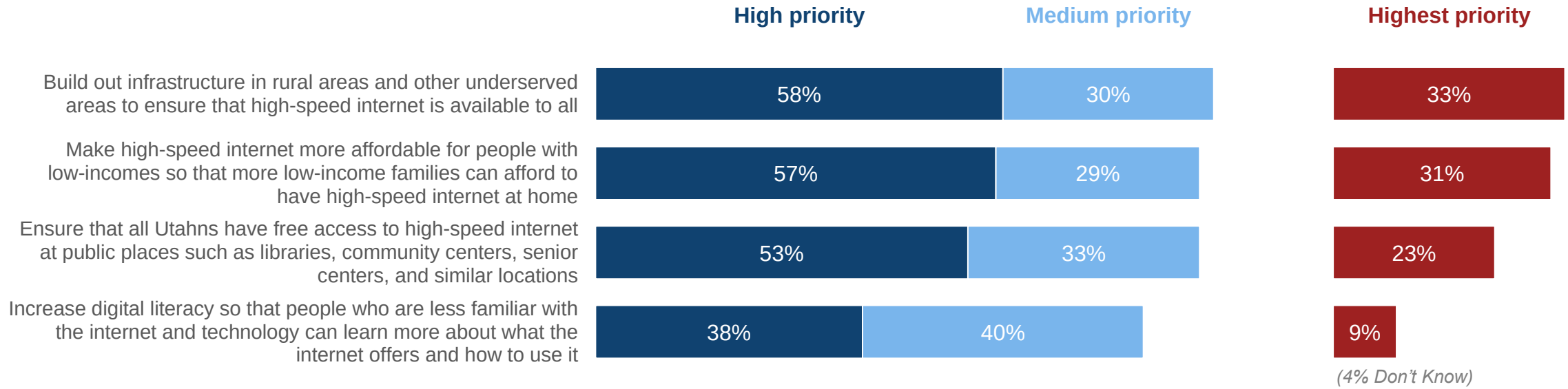
Q5i. If you ever need help with any aspect of using the internet such as help with devices, applications, or internet access in general, where or to whom do you think you would turn for answers?
Base: All Respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+.

SUPPORT FOR EXPANDING HIGH-SPEED INTERNET ACCESS

Utah voters say that access for all and affordability for people with low incomes should be the highest priorities when spending state funds for high-speed internet.

More than eight in 10 voters say that building out infrastructure in rural and underserved areas, increasing affordability for people with low incomes, and expanding free access in public places should be priorities (high or medium) for the state when determining how best to allocate funding for high-speed internet. In fact, a majority of voters believe the state should make each of these a high priority: building out infrastructure (58%), increasing affordability for people with low incomes (57%), and ensuring free access in public places (53%). Close to four in 10 (38%) believe that digital literacy should be a high priority.

Prioritization of funding for improving experiences with high-speed internet
Among all respondents

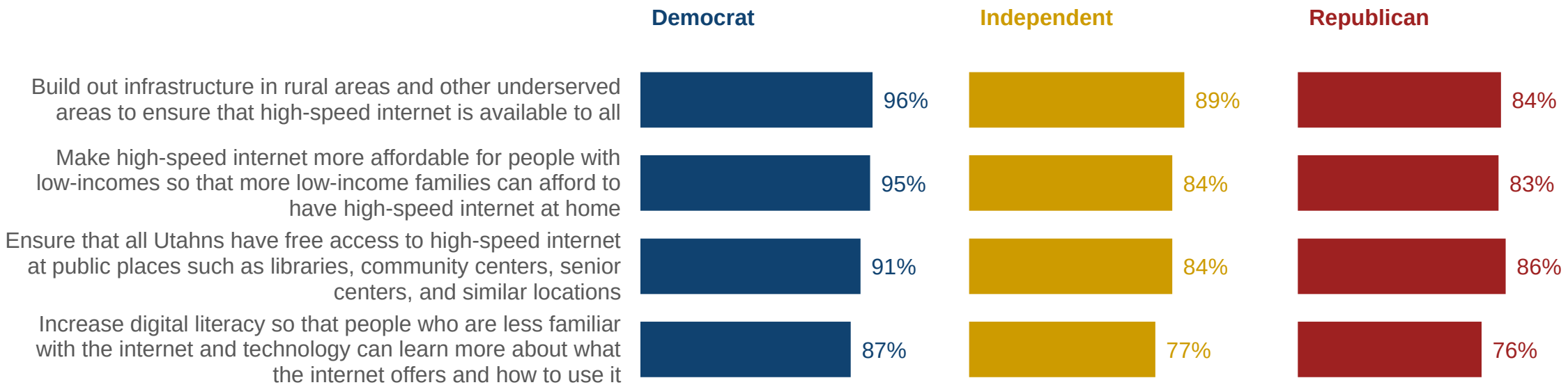


Q_Priority_A. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds? (high priority, medium priority, low priority, not a priority at all) Base: All respondents. Unweighted n: 1388 total

Q_Priority_B. And, which of these do you think should be the highest priority? Base: All respondents. Unweighted n: 1388 total

Regardless of political party, most Utah voters say that all four criteria should be among the state's priorities (high or medium) when determining how to spend funds for high-speed internet.

Prioritization of funding for improving experiences with high-speed internet (% High/medium priority)
Among all respondents, by political party



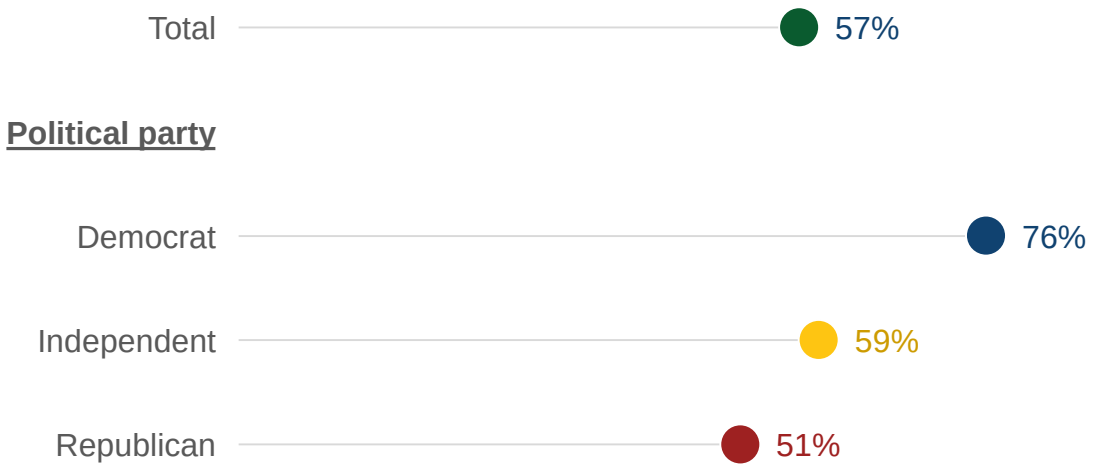
Q_Priority_A. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds?

Base: All respondents. Unweighted ns: 204 Democrat, 435 Independent, 659 Republican

The majority of Utah voters say they would be more likely to vote for a candidate who had helped make affordable high-speed internet available to all.

Democrats (76%) are especially likely to say that this issue would increase their likelihood to vote for a candidate; however, at least half of Republicans (51%) and Independents (59%) express this view as well.

Percent much more or somewhat more likely to vote for a candidate that helped make affordable high-speed internet available to all Utahns
Among all respondents and by political party



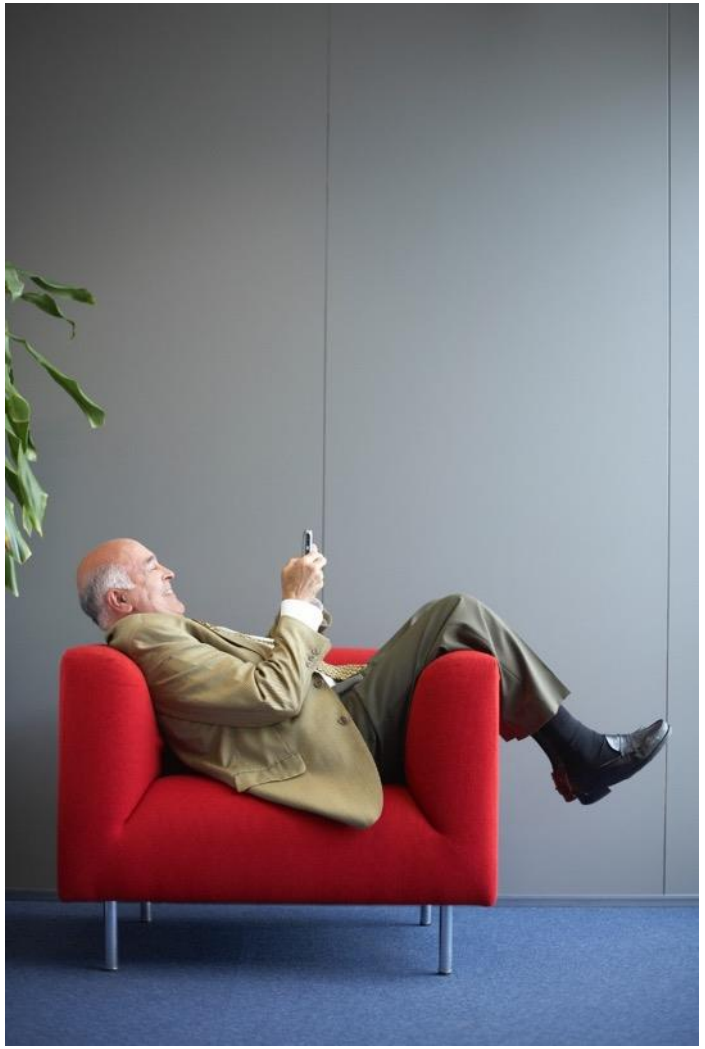
QP6. If a candidate running for public office had helped make affordable high-speed internet available to all Utahns, regardless of where they live, would you be more or less likely to vote for that candidate? Base: All respondents. Unweighted n: 1388 total. 204 Democrat, 435 Independent, 659 Republican

Implications

Internet usage is widespread among voters ages 50+ in the state of Utah, with many using the internet to stay connected with others, for entertainment, and to address important needs such as making online purchases, paying bills, obtaining healthcare, and working remotely. It is a critical resource in their daily lives.

However, some voters face clear challenges related to the quality, availability, and/or cost of high-speed internet in their home.

Ensuring that high-speed internet access is available to all Utahns, regardless of where they live, and increasing affordability for people with low incomes are viewed as the highest priorities for state funding that has been allocated to improving experiences with high-speed internet. This issue is so important to Utah voters ages 50+ that the majority (57%) would be more likely to vote for a candidate who helped make this a reality.



Methodology

Telephone survey of 1,388 registered voters ages 50+ in Utah. The final sample includes an oversample of registered voters who live in rural counties.* Forty percent of the interviews were completed on a mobile phone. Interviewing was conducted by Alan Newman Research on behalf of AARP.

Fielding Dates: August 16, 2021 through August 30, 2021.

Weighting: The rural and nonrural samples were weighted by age, gender, and education based on five-year 2019 American Community Survey data for rural and nonrural counties in Utah. The total sample was also weighted to reflect the actual distribution of adults age 50+ residing in rural versus nonrural areas within the state of Utah to ensure that the total statewide sample reflects the correct proportion of rural residents.

Margin of Error: ±2.6% at the 95% level of confidence for the total sample of 1,388; +/- 4.4% at the 95% level of confidence for the 499 respondents who report that they live in a rural area.

**Description of the Rural Oversample:*
For the purpose of designing the rural oversample, rural counties were defined as counties with NCHS codes of 5 or 6. In the report, results reported for "rural" respondents represent the findings from respondents who told the interviewer that they live in a "less developed or rural" area when answering question D4. "Do you live in a city, a suburb, or a less developed or rural area that is not near a city?"

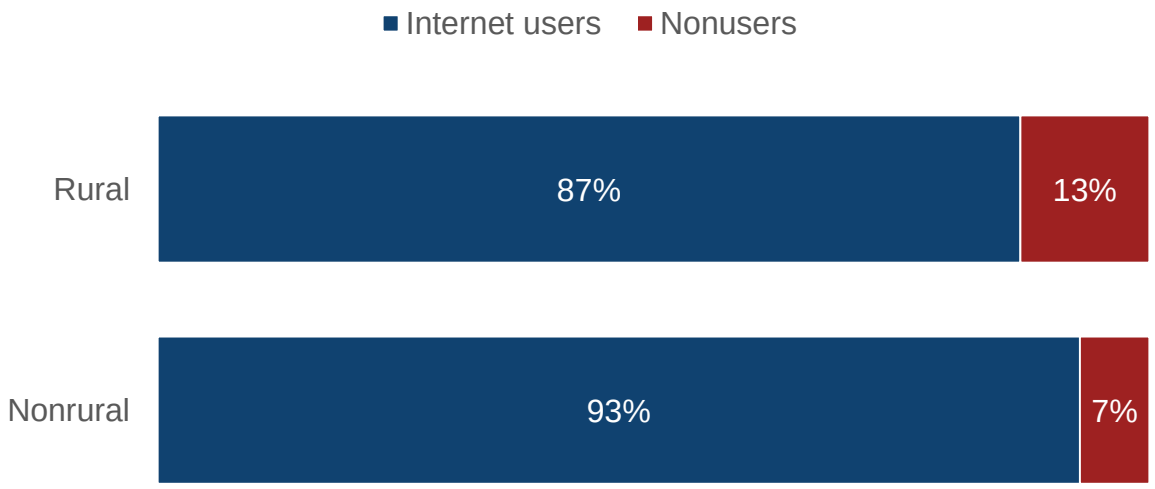
APPENDIX A: ADDITIONAL BREAKDOWNS

Nonrural voters (93%) are more likely than rural voters (87%) to use the internet.

Among voters who use the internet, the vast majority have internet at home. However, the share of rural internet users who have internet at home is lower than that of nonrural internet users (96% vs. 99%, respectively).

Internet usage among registered voters ages 50+

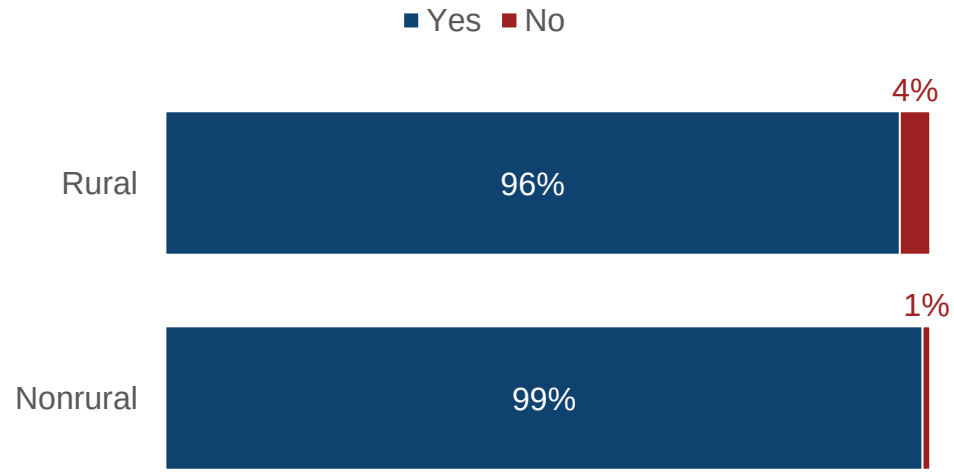
Among all respondents, by urbanicity



*Bar chart displays calculations from Q2 "Which of the following items or devices do you use to connect to the internet?," and Q3. "How often do you use the internet? This includes using email or accessing the Internet through any of the devices that we just discussed.," and Q3i. "Earlier you indicated that you use **[insert devices recorded in Q2]** to connect to the Internet. Is that correct?" Respondents were classified as "internet users" if they selected at least one device in Q2 and confirmed in Q3 that they use the internet. All other respondents were classified as "nonusers." Base: All respondents. Unweighted ns: 499 rural, 877 nonrural.*

Internet access at home

Among internet users, by urbanicity



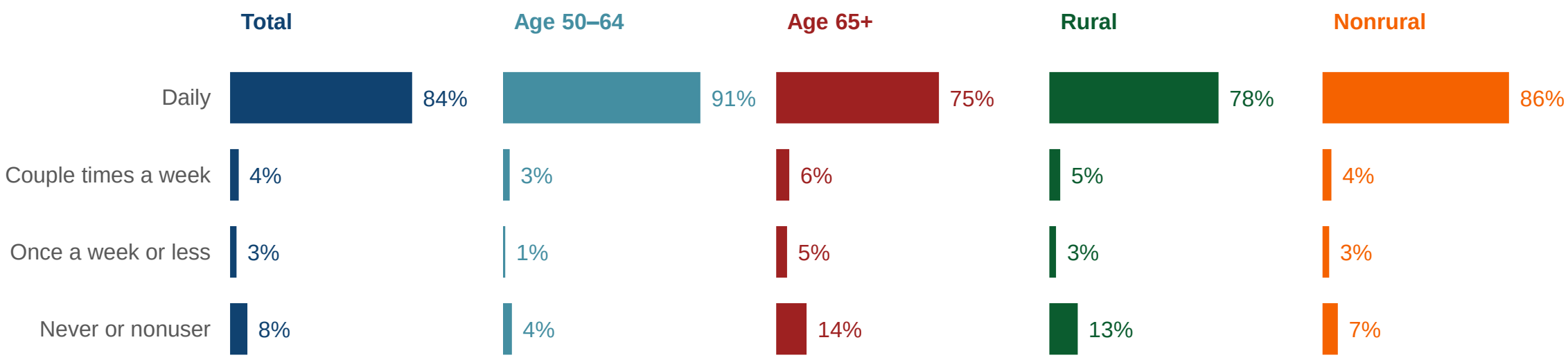
Pie chart displays responses from Q3a "Do you currently have access to the internet at home?" Unweighted ns: 444 rural, and 829 nonrural.

Regardless of age or whether they live in rural or nonrural areas, the majority of voters ages 50+ in Utah use the internet at least once a day.

Voters ages 65+ and voters who live in rural areas are less likely than their younger and nonrural counterparts to access the internet daily (75% of voters ages 65+ vs. 91% of voters ages 50–64; and 78% of rural voters vs. 86% of nonrural voters).

Frequency of internet use

Among all respondents, by age and urbanicity

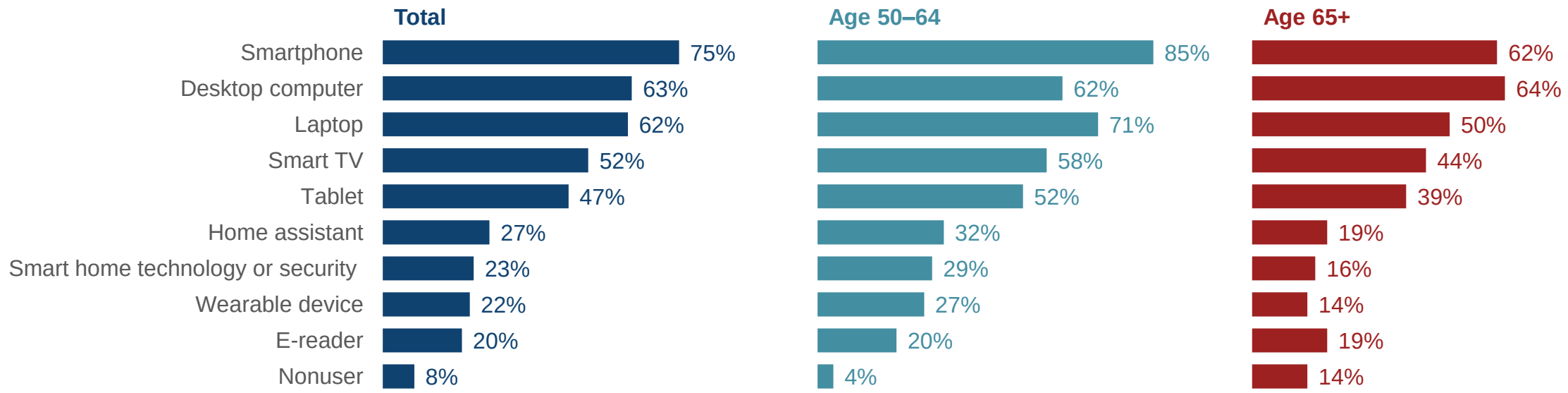


Q3. How often do you use the internet? This includes using email and accessing the internet through devices such as computers, tablets, or smartphones. Base: All respondents. (Although this question was asked only of respondents who use the internet, the percentages displayed on this slide have been rebased to include all respondents, including those who do not use the internet.) Unweighted ns: 1388 total, 802 50-64, 586 65+, 499 rural, 877 nonrural

Utahns use a variety of devices to access the internet; most common are smartphones, desktop computers, and laptops.

Those ages 50–64 are more likely than those ages 65+ to access the internet through most of the devices tracked. Desktop computers and E-readers are the only types of devices for which the rate of usage is similar for both age groups.

Devices used to access the internet
Among all respondents, by age

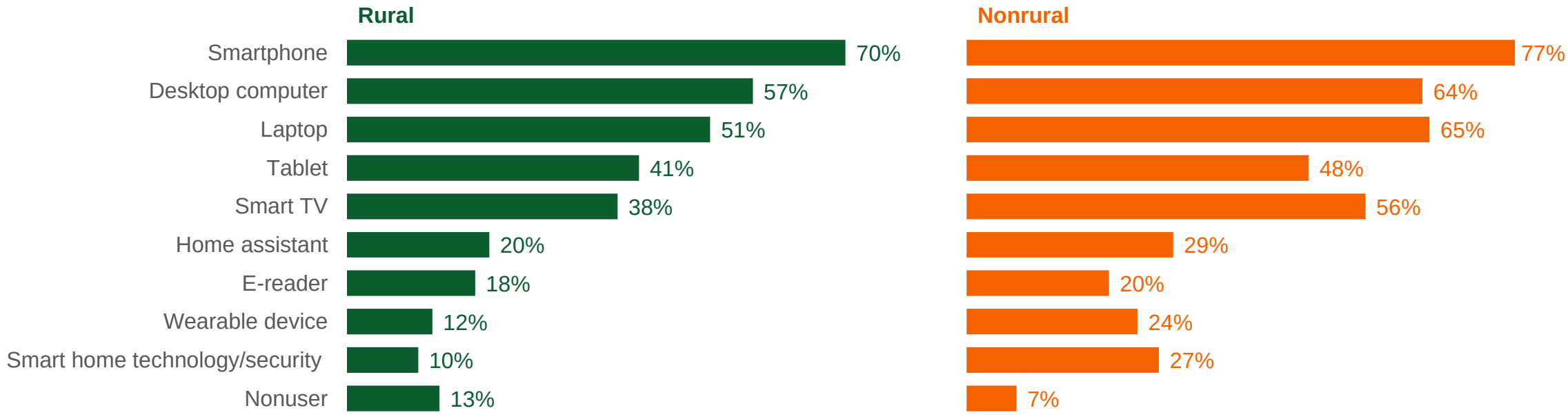


Q2. Which of the following items or devices do you use to connect to the internet? Base: All Respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+.

The majority of both rural and nonrural voters use smartphones to access the internet.

Voters who live in rural areas are less likely than those who live in nonrural areas to access the internet through all of the devices tracked, with the exception of E-readers, for which they are at parity.

Devices used to access the internet
Among all respondents, by urbanicity



Q2. Which of the following items or devices do you currently use to connect to the internet? Base: All respondents. Unweighted ns: 499 rural, and 877 nonrural.

Many internet users in Utah say internet access is available to them outside the home at places such as libraries or schools, coffee shops, or at work.

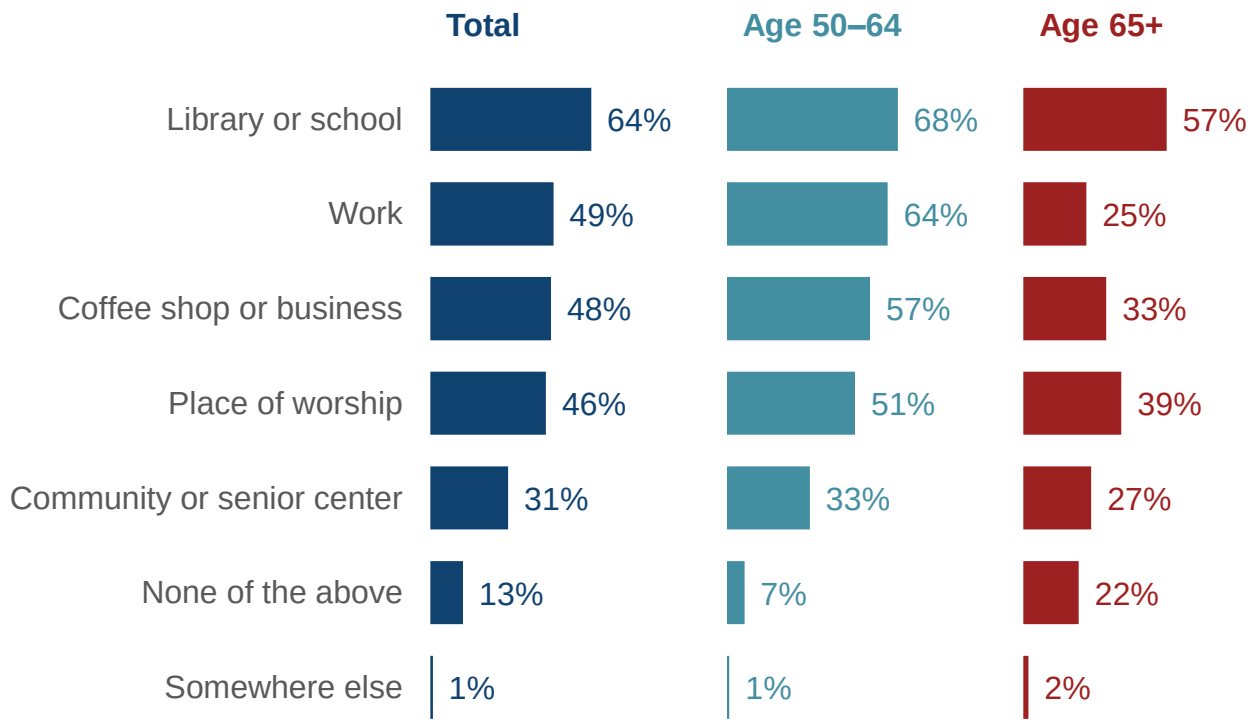
Internet users ages 65+ are less likely than those ages 50–64 to report having access to the internet at each of the places examined.* Compared to those ages 50–64, those ages 65+ are especially unlikely to report having access at work, which most likely reflects the relatively low share of internet users ages 65+ who are employed (22%).

**The smaller share of internet users ages 65+ who report that internet access is available to them at libraries/schools, coffee shops/businesses, places of worship, and community/senior centers may reflect lower awareness among those ages 65+ of internet access options at these establishments or their lower likelihood of having mobile devices (which would hinder access at establishments where patrons are required to bring their own devices). It may also suggest that those ages 65+ find it more difficult to get to these places and, therefore, perceive internet access at these establishments as not applicable to them.*

Q3b. Now, besides your home, I'd like you to think about any other places in which access to the internet is usually available to you, even if you haven't actually used the internet at these places. If any of these places are currently closed due to the pandemic, please think about whether access to the internet was available to you there before the pandemic when it was open. In which of the following places is access to the internet usually available to you? Base: Internet users. Unweighted ns: 1281 total from main sample, 778 ages 50-64, 503 ages 65+.

Other places (besides home) where internet access is available to you

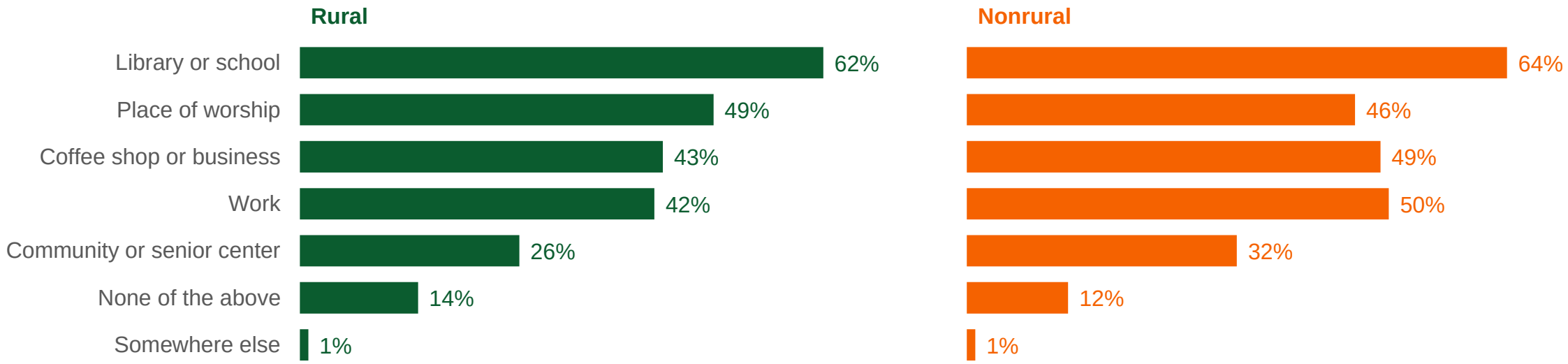
Among internet users, by age



More than half of both rural internet users and nonrural internet users say that internet access is available to them at a library or school.

Internet users who live in nonrural areas are more likely than rural users to indicate that they have access at work (50% of nonrural vs. 42% of rural) and a community or senior center (32% vs. 26%).

Other places (besides home) where internet access is available to you
Among all respondents, by urbanicity



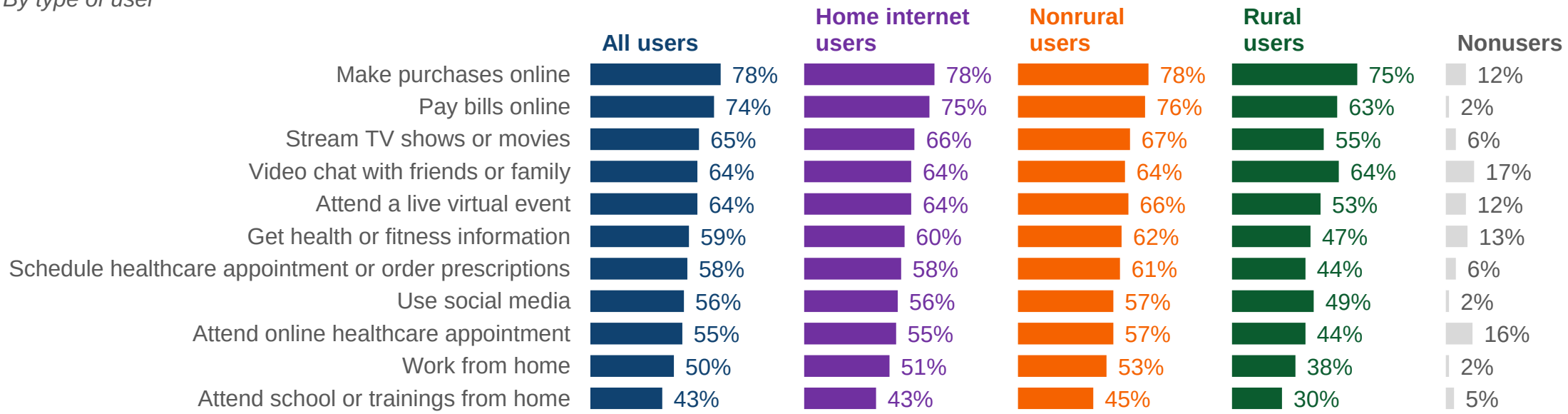
Q3b. Now, besides your home, I'd like you to think about any other places in which access to the internet is usually available to you, even if you haven't actually used the internet at these places. If any of these places are currently closed due to the pandemic, please think about whether access to the internet was available to you there before the pandemic when it was open. In which of the following places is access to the internet usually available to you? Base: Internet users. Unweighted ns: 444 rural, 829 nonrural.

Among all internet users, home users, nonrural users and rural users, the ability to make purchases online and pay bills online are viewed as two of the most important benefits of home internet.

Although nonusers are less likely than users to view home internet use as important, video chats with friends and family and online healthcare appointments are among the home internet capabilities that appear to elicit some interest from nonusers.

Importance of being able to do the following at home using the internet

By type of user

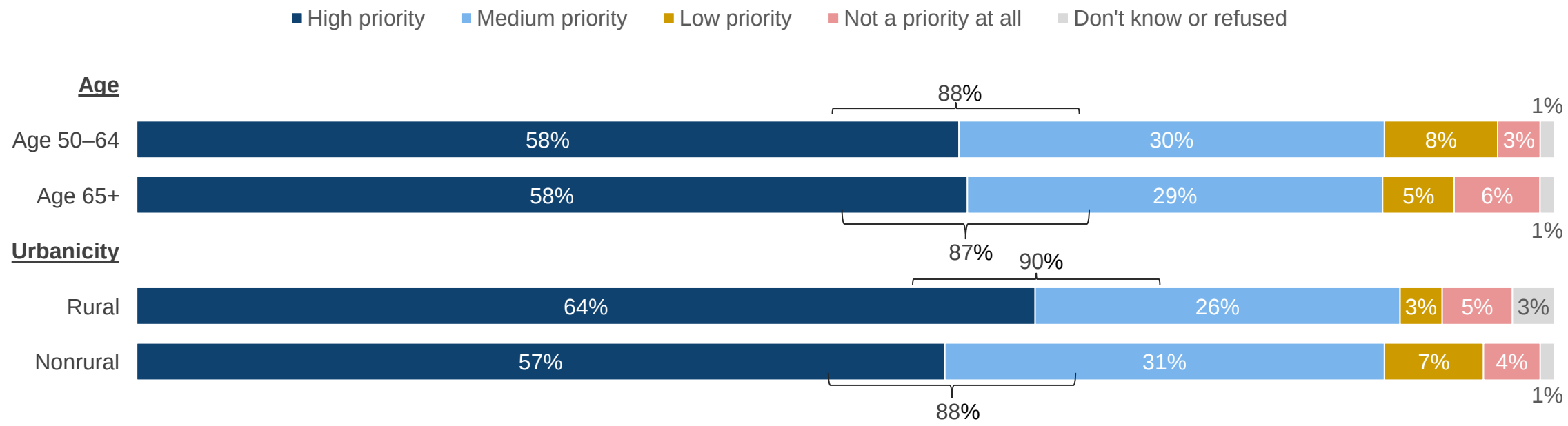


Q6c. If not a home user: "If you had access to the internet from home, how important would it be to you to be able to do each of the following from home using the internet?" / If home internet user: "How important is it to you to be able to do each of the following from home using the internet?" Unweighted ns: 1281 users, 1258 home users, 829 nonrural users, 444 rural users, 107 nonusers.

Regardless of age or urbanicity, most Utah voters ages 50+ say that, when deciding how to use funds allocated for high-speed internet, elected officials should prioritize building out infrastructure to ensure all Utahns have access.

Prioritization of funding for building out infrastructure in rural areas and other underserved areas to ensure that high-speed internet is available to all

Among all respondents, by age and urbanicity



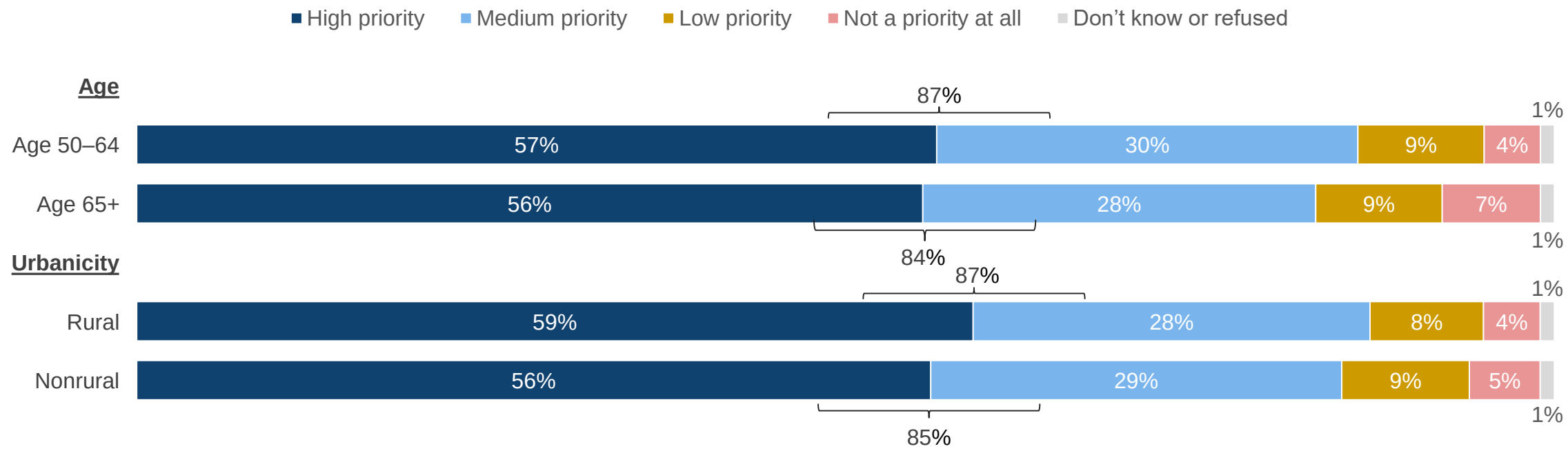
Q_Priority_A_A. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds?

Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

Regardless of age or urbanicity, most Utah voters ages 50+ also say that making high-speed internet more affordable for people with low incomes should be a high priority when deciding how to allocate the high-speed internet funds.

Prioritization of funding for making high-speed internet more affordable for people with low incomes so that more low-income families can afford to have high-speed internet at home

Among all respondents, by age and urbanicity

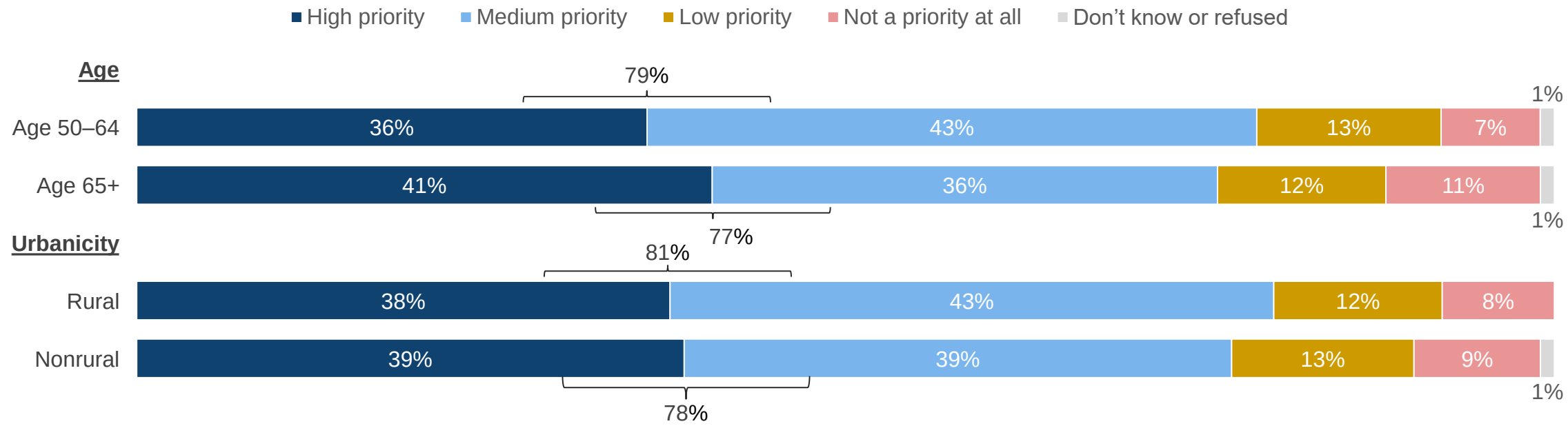


Q_Priority_A_B. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds?
Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

Regardless of age or where they live, most Utah voters ages 50+ view improving digital literacy as either a “high” or “medium” priority for the state’s high-speed internet funds.

Prioritization of funding for increasing digital literacy so that people who are less familiar with the internet and technology can learn more about what the internet offers and how to use it

Among all respondents, by age and urbanicity



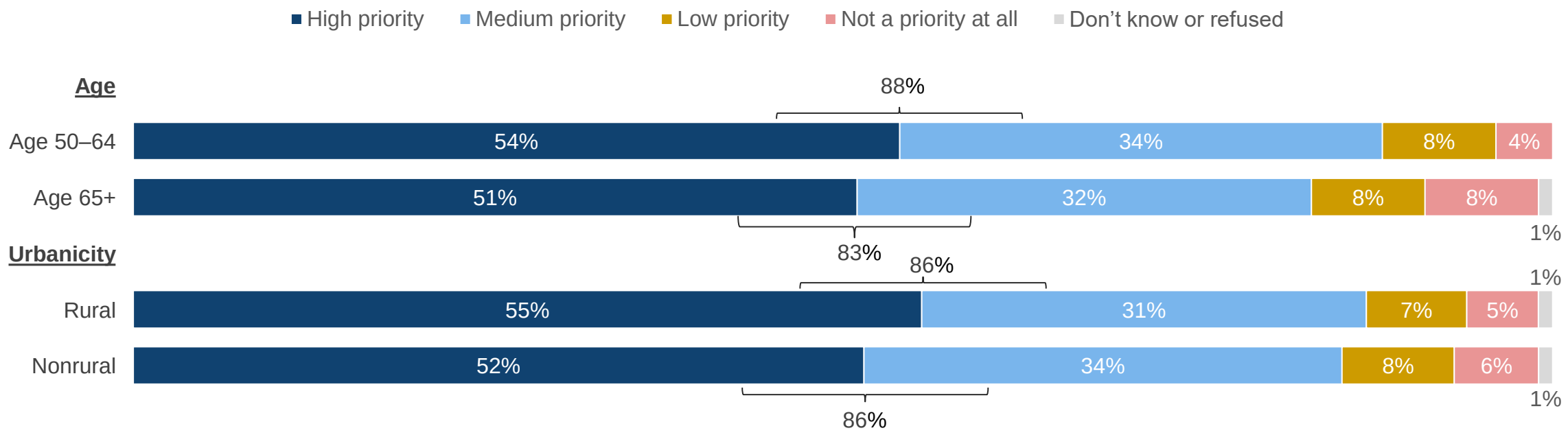
Q_Priority_A_C. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds?

Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

Voters ages 50–64 are more likely than those ages 65+ to rate free internet access in public places as a priority for state funds. No variances exist by whether they live in a rural or nonrural area.

Prioritization of funding for ensuring that all Utahns have free access to high-speed internet at public places such as libraries, community centers, senior centers, and similar locations

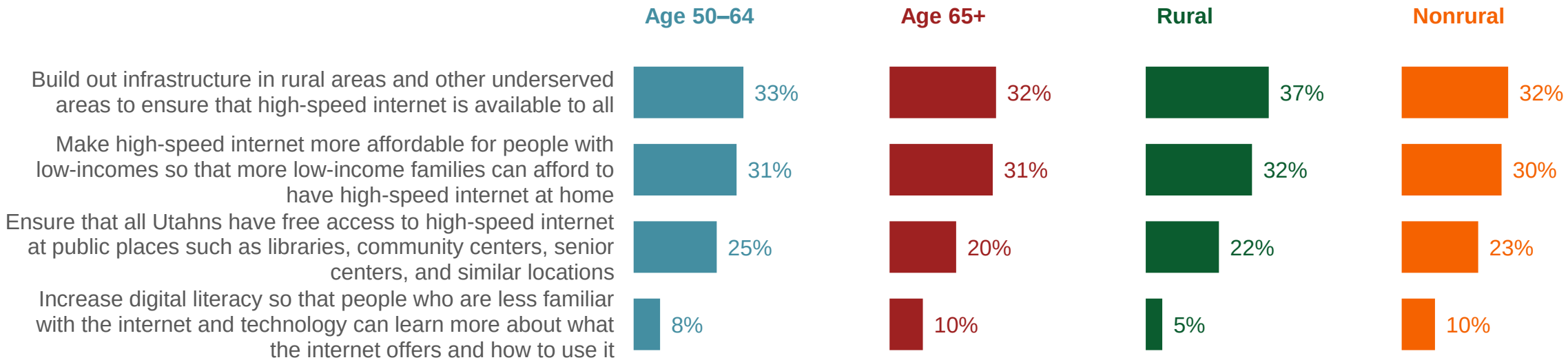
Among all respondents, by age and urbanicity



Q_Priority_A_D. As you may know, the Utah State Legislature and the Governor of Utah have allocated funding to improve experiences with high-speed internet throughout the state. These funds may be used in many different ways. In your opinion, how much of a priority should each of the following be in determining how to spend these funds?
Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

Regardless of age or urbanicity, Utah voters most commonly identify universal access to high-speed internet and affordability for people with low incomes as the “highest” priorities for determining how to allocate state high-speed internet funds.

Highest priority in determining how to spend state’s high-speed internet funds
Among all respondents, by age and urbanicity



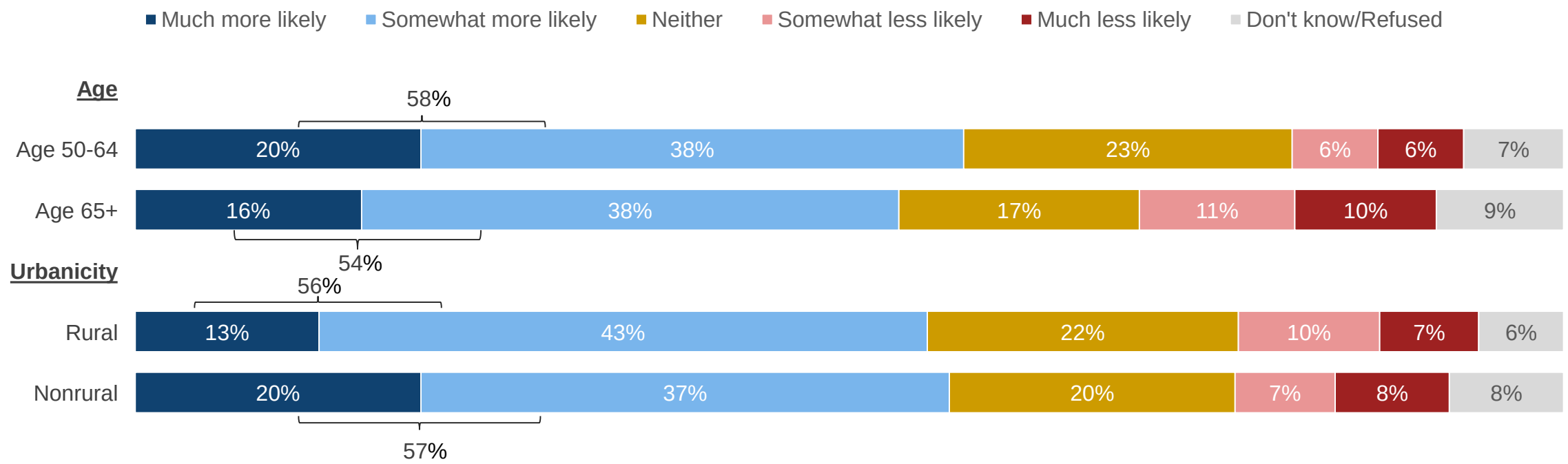
Q_Priority_B. And which of these do you think should be the highest priority?
Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

Regardless of age or urbanicity, most Utah voters ages 50+ are more likely to vote for a candidate who helped make high-speed internet available to all Utahns.

Voters ages 50–64 and voters in nonrural areas are more likely than those ages 65+ and those in rural areas to say that they are “much” more likely to vote for such a candidate.

Likelihood to vote for candidate that helped make affordable high-speed internet available to all Utahns

Among all respondents, by age and urbanicity



QP6. If a candidate running for public office had helped make affordable high-speed internet available to all Utahns, regardless of where they live, would you be more or less likely to vote for that candidate? Base: All respondents. Unweighted ns: 1388 total, 802 ages 50-64, 586 ages 65+, 499 rural, and 877 nonrural.

APPENDIX B: DEMOGRAPHIC PROFILE OF RESPONDENTS

Demographic Profile of Respondents

	Total	Internet Users	Nonusers
Base: Total Respondents	*1,388*	*1,281*	*107*
GENDER			
Male	50%	51%	41%
Female	50%	49%	59%
AGE			
50–59	39%	**42%***	5%
60–69	33%	33%	34%
70+	28%	26%	**61%***
RACE/ETHNICITY			
White, non-Hispanic	86%	86%	85%
Black, non-Hispanic	1%	1%	0%
Hispanic	7%	7%	5%
Other	6%	5%	**11%***
HOUSEHOLD INCOME**			
<$50k	32%	29%	**77%***
$50k-<$99k	43%	**44%***	19%
$100k or more	25%	**27%***	3%
MARITAL STATUS			
Married or living with partner	74%	**78%***	34%
Divorced or separated	8%	8%	**18%***
Widowed	10%	8%	**29%***
Single, never married	8%	7%	**19%***

	Total	Internet Users	Nonusers
Base: Total Respondents	*1,388*	*1,281*	*107*
EDUCATION			
High school degree or less	30%	27%	**51%***
Some college or a two-year degree	36%	36%	38%
Bachelor's degree	17%	**18%***	5%
Postgraduate work or degree	18%	**19%***	6%
EMPLOYMENT			
Employed full-time	38%	**41%***	12%
Employed part-time	7%	7%	4%
Unemployed and looking for work	1%	1%	0%
Retired and not working at all	39%	36%	**70%***
Not working and not looking (including homemakers)	8%	8%	**12%***
POLITICAL AFFILIATION			
Republican	42%	42%	42%
Democrat	17%	17%	18%
Independent	37%	38%	34%
CHILDREN IN HOUSEHOLD			
Yes	23%	**24%***	12%
No	77%	76%	**88%***
URBANICITY			
Rural	19%	18%	**31%***
Nonrural	81%	**82%***	68%

** Single asterisk denotes a percentage that is statistically significantly larger than the corresponding percentage in the other column. For example, internet users are significantly more likely than non-users to be ages 50-59 (42% of internet users vs. 5% of non-users). **The income distribution displayed here was calculated only among respondents who provided their income: 80 non-users, 1151 users, and 1237 total respondents.*

S. Kathi Brown, AARP Research

skbrown@aarp.org

Media inquiries should be directed to Alan Ormsby in the AARP Utah State Office at aormsby@aarp.org.

This research was designed by AARP Research.